

Amendment to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (currently amended) A personal information managing method in a case of resolving a dispute occurred by information sent out from an information processing apparatus, comprising the steps of:

accepting, by a deliberation-requesting-party-side processing apparatus from a deliberation-requesting-party, an input for designating sent-out contents capable of being browsed on a provider-side processing apparatus connected via a network;

receiving, by said deliberation-requesting-party-side processing apparatus, ticket information for identifying a sending-party sending out said designated sent-out contents, from said provider-side processing apparatus, said ticket information having been issued by a ticket management processing apparatus and not including personal information on said sending-party;

transmitting said sent-out contents and said ticket information together with ticket information for identifying a deliberation-requesting party from a said deliberation-requesting-party-side processing apparatus to a deliberation support processing apparatus to request a deliberation about said sent-out contents, said ticket information for identifying said deliberation-requesting-party having been issued by said ticket management processing apparatus and not including personal information on said deliberation-requesting-party;

receiving, by said deliberation support processing apparatus, said sent-out contents and both said ticket information from said deliberation-requesting-party-side processing apparatus to store said sent-out contents and both said ticket information into a deliberation managing database in said deliberation support processing apparatus, said sent-out contents becoming a target of said deliberation;

accepting, by said deliberation support processing apparatus, an input by a deliberation-responsible-party of a deliberation result of said requested deliberation to store said deliberation result into said deliberation managing database;

transmitting the deliberation result and said ticket information for identifying said sending-party together with ticket information for identifying said deliberation-responsible-party, ~~stored in said deliberation managing database~~, from said deliberation support processing apparatus to ~~a~~ said ticket management processing apparatus;

~~requesting~~ to request presentation of said personal information on said sending-party, said ticket information for identifying said deliberation-responsible-party having been issued by said ticket management processing apparatus;

~~receiving said ticket information from said deliberation support processing apparatus~~;

transmitting said personal information on said sending-party identified by said ticket information for identifying said sending-party, from said ticket management processing apparatus to said deliberation support processing apparatus when said

deliberation result indicates that said sent-out contents include an ~~illegality~~, illegality,
and

transmitting said deliberation result stored in said deliberation managing
database and said personal information on said sending-party received from said
ticket management processing apparatus, from said deliberation support processing
apparatus to said deliberation-requesting-party-side processing apparatus; and
~~receiving said deliberation result and said ticket information stored in said
deliberation managing database, from said deliberation support processing
apparatus.~~

2. (currently amended) A personal information managing method as claimed
in Claim 1, further comprising the steps of:

accepting, by said deliberation support processing apparatus from said
deliberation-responsible-party, an input of inquiry contents toward said sending-party
to store said inquiry contents into said deliberation managing database;

transmitting said inquiry contents and said ticket information ~~stored in said
deliberation managing database, for identifying said sending-party together with said
ticket information for identifying said deliberation-responsible-party~~ from said
deliberation support processing apparatus to said ticket management processing
apparatus;

receiving in response to said inquiry contents and both said ticket information
~~from said deliberation support processing apparatus;~~

~~making thus received, making, by said ticket management processing~~
~~apparatus, reference to a mail address indicated by a~~ as a ~~contact address included~~
~~in said personal information identified by said ticket information; for identifying said~~
~~sending- party; and~~

transmitting said inquiry contents from said ticket management processing
apparatus to said mail address.

3. – 4. (canceled)

5. (currently amended) A personal information managing system in a case of
resolving a dispute occurred by information sent out from an information processing
apparatus, comprising:

a deliberation-requesting-party-side apparatus;

a deliberation support processing apparatus; and

a ticket management processing apparatus,

wherein said deliberation-requesting-party-side apparatus includes a
deliberation request process unit for accepting, from a deliberation-requesting-party,
an input for designating sent-out contents capable of being browsed on a provider-
side processing apparatus connected via a network, for network; receiving ticket
information for identifying a sending-party sending out said designated sent-out
contents, from said provider-side processing apparatus, said ticket information
having been issued from said ticket management processing apparatus and not

including personal information on said sending-party, and for transmitting said sent-out contents and said ticket information together with ticket information for identifying a deliberation-requesting-party from a deliberation-requesting-party-side processing apparatus to a said deliberation support processing apparatus to request a deliberation about said sent-out ~~contents;~~contents.

wherein said deliberation support processing apparatus includes a deliberation accepting process unit for receiving said sent-out contents and both said ticket information from said deliberation-requesting-party-side processing apparatus to store said sent-out contents and both said ticket information into a deliberation managing database in said deliberation support processing apparatus, said sent-out contents becoming a target of said deliberation;

~~a personal information presentation requesting~~ wherein said deliberation support processing apparatus includes a deliberation accepting process unit for accepting, from a deliberation-responsible-party, an input of a deliberation result of said requested deliberation to store said deliberation result into said deliberation managing database, database; a personal information representation requesting process unit for transmitting the deliberation result and said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus for identifying said sending-party together with ticket information for identifying said deliberation-responsible-party to a said ticket management processing apparatus, and for requesting to request presentation of personal information on said sending-party; said ticket information for identifying said

deliberation-responsible-party having been issued by said ticket management processing apparatus.

wherein said ticket management processing apparatus includes a personal information presenting process unit for receiving said deliberation result, said ticket information for identifying said sending-party and said ticket information for identifying said deliberation-responsible-party from said deliberation support processing apparatus, and for transmitting said personal information ~~of said on said~~ sending-party identified by said ticket information for identifying said sending-party, from said ticket management processing apparatus to said deliberation support processing apparatus when said deliberation result indicates that said sent-out contents include an ~~illegality~~; illegality, and

wherein said deliberation support processing apparatus includes a deliberation result informing process unit for transmitting said deliberation result stored in said deliberation managing database and said personal information on said sending-party received from said ticket ~~managing-management~~ processing apparatus, from said deliberation support processing apparatus to said deliberation-requesting-party-side processing apparatus; and

~~receiving said deliberation result and said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus.~~

6. (currently amended) A computer-readable record medium that records a program for causing a computer to function as ~~a deliberation support processing apparatus for resolving a dispute occurred by information sent out from an information processing apparatus, said computer-readable record medium recording said program for causing said computer to function as:~~

~~a deliberation accepting process unit for receiving sent out contents becoming a target of said deliberation and ticket information from a deliberation requesting party side processing apparatus to store said sent out contents and said ticket information into a deliberation managing database in said deliberation support processing apparatus;~~

~~a personal information presentation requesting process unit for accepting an input of a deliberation result of said requested deliberation to store said deliberation result into said deliberation managing database, for transmitting said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus to a ticket management processing apparatus, and for requesting presentation of personal information on a sending party; and~~

~~a deliberation result informing process unit for transmitting said deliberation result stored in said deliberation managing database and said personal information on said sending party received from said ticket managing processing apparatus when said deliberation result indicates that said sent out contents include an illegality, from said deliberation support processing apparatus to said deliberation requesting party side processing apparatus~~execute a personal information managing

method in a case of resolving a dispute occurred by information sent out from an information processing apparatus, said method comprising the steps of:

accepting, by a deliberation-requesting-party-side processing apparatus from a deliberation-requesting-party, an input for designating sent-out contents capable of being browsed on a provider-side processing apparatus connected via a network;

receiving, by said deliberation-requesting-party-side processing apparatus, ticket information for identifying a sending-party sending out said designated sent-out contents, from said provider-side processing apparatus, said ticket information having been issued by a ticket management processing apparatus and not including personal information on said sending-party;

transmitting said sent-out contents and said ticket information together with ticket information for identifying a deliberation-requesting-party from said deliberation-requesting-party-side processing apparatus to a deliberation support processing apparatus to request a deliberation about said sent-out contents, said ticket information for identifying said deliberation-requesting-party having been issued by said ticket management processing apparatus and not including personal information on said deliberation-requesting-party;

receiving, by said deliberation support processing apparatus, said sent-out contents and both said ticket information from said deliberation-requesting-party-side processing apparatus to store said sent-out contents and both said ticket information into a deliberation managing database in said deliberation support processing apparatus, said sent-out contents becoming a target of said deliberation;

accepting, by said deliberation support processing apparatus, an input by a deliberation-responsible-party of a deliberation result of said requested deliberation to store said deliberation result into said deliberation managing database;

transmitting the deliberation result and said ticket information for identifying said sending-party together with ticket information for identifying said deliberation-responsible-party, from said deliberation support processing apparatus to said ticket management processing apparatus, to request presentation of said personal information on said sending-party, said ticket information for identifying said deliberation-responsible-party having been issued by said ticket management processing apparatus;

transmitting said personal information on said sending-party identified by said ticket information for identifying said sending-party, from said ticket management processing apparatus to said deliberation support processing apparatus when said deliberation result indicates that said sent-out contents include an illegality; and

transmitting said deliberation result stored in said deliberation managing database and said personal information on said sending-party received from said ticket management processing apparatus, from said deliberation support processing apparatus to said deliberation-requesting-party-side processing apparatus.

7. -13. (canceled)